



TWICKENHAM

Principal Partner

BRITISH AIRWAYS 

TWICKENHAM STADIUM

GROUND RULES

UPDATED FEBRUARY 2022

Changes and Additions to the Ground Rules that Apply During COVID-19 Pandemic (“COVID Ground Rules”)

We have had to make a number of changes and additions to our standard Ground Rules as a result of the COVID-19 pandemic. Our standard Ground Rules (clauses 1-45) follow these COVID Ground Rules (“**Standard Ground Rules**”).

These COVID Ground Rules apply for each Event staged at Twickenham Stadium during the COVID-19 pandemic and/or whilst any measures, restrictions or requirements implemented as a result of the COVID-19 pandemic remain in place.

In addition, our Standard Ground Rules continue to apply for all Events as amended by these COVID Ground Rules.

Where there are any differences or inconsistencies between these COVID Ground Rules and our Standard Ground Rules then these COVID Ground Rules take precedence and should be followed over the provisions in our Standard Ground Rules to the extent that they are different or conflict.

Capitalised words used in these COVID Ground Rules have the meaning set out in the Standard Ground Rules.

IT MAY BE NECESSARY FOR US TO MAKE CHANGES TO THESE GROUND RULES AND/OR THE SPECTATOR CODE OF CONDUCT INCLUDING ON SHORT NOTICE. WHERE THIS IS NECESSARY WE WILL PROVIDE YOU WITH AS MUCH ADVANCE NOTICE AS POSSIBLE. YOU WILL BE REQUIRED TO COMPLY WITH ANY CHANGES THAT WE MAKE.

General

1. For the avoidance of doubt, any person attending a match day at Twickenham Stadium must comply with the Spectator Code of Conduct agreed to at the point of purchase and/or through the Twickenham Stadium app or other app their digital tickets are accessed via. The Spectator Code of Conduct takes precedence over these COVID Ground Rules and the Standard Ground Rules where they are different.
2. No guarantees can be given by the RFU that any event taking place at the Stadium, whether controlled by the RFU or not (an “Event”), will take place at a particular time or on a particular date or that spectators will be allowed to attend such Event and the RFU reserves the right to reschedule an Event or hold such Event behind closed doors without spectators present without notice and without any liability whatsoever.
3. The Ticket terms and conditions for events during this period and referred to in these COVID Ground Rules and the Standard Ground Rules have been updated as a result of the COVID-19 pandemic and must be complied with. The RFU shall have no other liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs, in respect of delayed, postponed, or cancelled Events or Ticket(s) or where any Event takes place behind closed doors without spectators present.

Access and Re-access to the Ground and Stadium by Persons

4. Any person who enters the Ground is admitted only on the basis of the Spectator Code of Conduct and the COVID Ground Rules and Standard Ground Rules and by entering the Ground shall be deemed to have accepted the same and the Spectator Code of Conduct.
 5. We encourage that you have a valid NHS COVID Pass with you when attending the match. Should government rules change we will provide you with as much notice as possible.
 6. The RFU reserves the right to refuse admission to (or eject from the Ground) any person who:
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- i. has transferred their ticket in contravention of the Event ticket terms and conditions or the Spectator Code of Conduct. Tickets remain the property of the RFU or other Event organiser at all times; or
- ii. in the reasonable opinion of the RFU, its subcontractors or agents, makes or incites any form of racial, homophobic or discriminatory abuse, or any other behaviour likely to cause confusion, offence, or nuisance of any kind, including without limitation use of foul, abusive or offensive language, chanting, and/or gesturing; or
- iii. fails to comply with these Ground Rules or the Spectator Code of Conduct in any way.

Bags

- 7. We ask that you avoid bringing bags to the Stadium wherever possible. If you do need to bring a bag with you this should be no greater in size than A4. If you bring a bigger bag, this may result in you being denied entry without refund or compensation.

Inside the Ground

- 8. It is recommended that any person attending an Event at Twickenham Stadium should wear a cloth face covering while at the Stadium including when seated except when eating or drinking and that you minimise close contact with anyone you are not attending the Event with.

Food and Drink

- 9. Food and drink is not allowed to be brought into the Stadium. Concession stands will be available to purchase from once inside the stadium perimeter.

Standard Ground Rules

General

- 1. References in these Standard Ground Rules to the "Ground Rules" shall be read as referring to these Standard Ground rules as amended and supplemented by the COVID Ground Rules together with the COVID Ground Rules.
- 2. Twickenham Stadium (including the outer concourses) at 200 Rugby Road, Twickenham, Middlesex, TW2 7BA (the "Stadium"), is owned and operated by the Rugby Football Union (the "RFU").
- 3. All car parks owned and/or operated by the RFU (including but not limited to those situated at the West and North of the Stadium; Cardinal Vaughan; the Rosebine) ("Car Park") or other property owned or controlled by the RFU in the vicinity of the Stadium, are collectively "the Ground" for the purposes of these Ground Rules.
- 4. The RFU excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 5. No guarantees can be given by the RFU that any event taking place at the Stadium, whether controlled by the RFU or not (an "Event"), will take place at a particular time or on a particular date or that spectators will be allowed to attend such Event and the RFU reserves the right to reschedule an Event or hold such Event behind closed doors without spectators present without notice and without any liability whatsoever.
- 6. The RFU reserves the right without prior notice to revoke or vary any of the Ground Rules with immediate effect if this is considered necessary on public safety grounds. Any such revocation or variation of the Ground Rules will be communicated as soon as reasonably practicable at the Ground and via the RFU's digital channels.
- 7. All terms and conditions relating to an Event itself, shall be governed by the terms and conditions of the ticket for such Event. The RFU shall have no other liability whatsoever, including (but not

limited to) any indirect or consequential loss or damage, such as (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs, in respect of delayed, postponed, or cancelled Events or Ticket(s) or where any Event takes place behind closed doors without spectators present.

Access and Re-access to the Ground and Stadium by Persons

8. Any person who enters the Ground is admitted only on the basis of these Ground Rules and by entering the Ground shall be deemed to have accepted these Ground Rules.
9. Access to the Stadium on Event days is subject to possession of a valid ticket, accreditation, or express permission and is at the absolute discretion of the RFU.
10. All persons seeking entrance to the Ground acknowledge the RFU's right to search any person and their belongings whether outside or inside the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
11. Admission to the Stadium for an Event is only by the entrance shown on the ticket and cannot be guaranteed if the ticket holder arrives at the Stadium less than 60 minutes before the advertised commencement or kick off time.
12. In order to comply with the Sporting Events (Control of Alcohol etc.) Act 1985, admission to the Stadium will be denied to ticket holders carrying alcohol or any article, or part of an article, capable of causing injury to a person struck by it, being a bottle, cans of alcohol or other portable container which is for holding any drink. Where admission is refused in such circumstances, no money will be refunded.

Refusal of Admission and Right of Ejection

13. The RFU reserves the right to refuse admission to (or eject from the Ground) any person who:
 - iv. has transferred their ticket in contravention of the Event ticket terms and conditions. Tickets remain the property of the RFU or other Event organiser at all times; or
 - v. in the reasonable opinion of the RFU, its subcontractors or agents, makes or incites any form of racial, homophobic or discriminatory abuse, or any other behaviour likely to cause confusion, offence, or nuisance of any kind, including without limitation use of foul, abusive or offensive language, chanting, and/or gesturing; or
 - vi. fails to comply with these Ground Rules in any way.

Access to the Ground and Stadium by Vehicles

14. The RFU, its subcontractors, or agents will not be liable for any loss, injury or damage to any vehicle or its contents in any Car Park, or to any person who enters the Ground, caused by the RFU, its subcontractors or agents:
 - i. in circumstances where there is no breach of a legal duty of care owed by the RFU or any of its servants or agents; or
 - ii. in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury as a result of a breach of a legal duty of care owed by the RFU, its servants or agents); or
 - iii. to the extent that any increase in loss, injury, or damage results from breach of any of these Ground Rules.
15. All vehicles shall be parked within Car Parks in accordance with instructions communicated by the RFU, its subcontractors or agents. The times during which the Car Parks are open will be set out on

the relevant Car Park pass issued in relation to each Event. Admission of vehicles cannot be guaranteed later than 90 minutes before the advertised commencement or kick-off time.

16. In the Event of adverse weather conditions parking arrangements may have to be changed.

Minors

17. All persons aged 15 years or under must be accompanied at all times in the Ground by his/her parent, guardian or other responsible adult. Responsibility for a minor remains at all time with the parent or guardian.
18. All children over the age of 2 will require a valid Event ticket.
19. Babes in arms/under 2s do not require an Event ticket but may only be admitted to the Stadium with the prior express authorisation of the RFU.
20. Pushchairs and car seats are not permitted within the Stadium bowl in any circumstances but will be permitted in the Stadium (excluding the Stadium bowl) with express authorisation of the RFU.

Bags

21. We ask that you avoid bringing bags to the Stadium wherever possible. If you do need to bring a bag with you this should be no greater in size than A4. If you bring a bigger bag, this may result in you being denied entry without refund or compensation.

Inside the Ground

22. No goods of any nature (including but not limited to tickets) may be offered either free or for sale by any person within the Ground without the prior written permission of the RFU. No sponsorship, promotional or marketing materials may be brought into, used, or displayed by any person within the Ground without the prior written permission of the RFU.
23. No charitable or other collection within the Ground shall be undertaken unless authorised in advance by the RFU in writing. Evidence of such authorisation must be displayed clearly (and in the form stipulated by the RFU) by those carrying out such authorised collections.
24. All persons inside the Ground must comply with the lawful directions of any staff member, steward or other servant or agent of the RFU.
25. No unauthorised person is permitted on the playing or performance area, including but not limited to the pitch and its surrounding grassed area together with the emergency vehicle routes lying between the grassed area and the stands.
26. The obstruction of gangways, access ways, exits and entrances, stairways, stairwells and like places, and any climbing on the same, is strictly prohibited.
27. The throwing or launching of any object or projectile within the Ground is strictly prohibited.
28. Glass bottles, glass receptacles, cans of alcoholic drinks, pyrotechnics, flags on sticks or poles which stick or pole measures more than 1.5 metres in length, or any other item which, in the reasonable opinion of the RFU, its subcontractors or agents, could be used as a weapon or cause a nuisance to others, are not permitted within the Stadium.
29. Distribution within the Grounds of any promotional, commercial, political or religious paraphernalia of whatever nature, including but not limited to banners, signs, symbols and leaflets is strictly prohibited, without the express permission of the RFU.

Audio and Visual Equipment

30. By entering the Stadium, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken off them and may also be used,

by way of example and without limitation, in televised coverage of the game or by or on behalf of the RFU, the Event operator (or their commercial partners) for marketing, training or promotional purposes. Entry into the Ground is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently, then entry into the Ground shall be deemed consent unless the RFU and/or the Event operator is notified in writing to the contrary.

31. Mobile telephones and other mobile or tablet devices and cameras (including SLRs) are permitted within the Ground provided that (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Event content for any commercial purposes); (ii) no Event material that is captured by a mobile telephone or other mobile or tablet device, that is intended for commercial rather than personal use, may be published or otherwise made available to any third parties including, without limitation, via social networking sites; and (iii) use of such device does not obstruct the views of other spectators.
32. Save as set out in paragraph 24 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Event content in relation to an Event, any players or other persons present in the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Event content. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the RFU (or Event controller, where applicable).
33. CCTV cameras are in use around and in the Ground and the RFU may itself use, or pass to the police, relevant authority, or any Event organiser, recordings for legitimate and/or lawful purposes.

Food and Drink

34. Food is not allowed into the Stadium.
35. When purchasing alcohol, if you appear to be under the age of 25, you may be asked for proof of age. We reserve the right to refuse to serve you alcohol if you do not have valid photographic ID.
36. Drinks purchased in the Ground must not be taken out of the Ground.
37. Where drinks are provided in Eco Cups a deposit for the Eco Cup is taken at the point of purchase. Deposits for Eco Cups are only refundable to the original purchaser who paid the deposit for the Eco Cup. Payments for Eco Cups will not be made to anyone seeking to return an Eco Cup other than the original purchaser and we reserve the right to ask for proof of purchase where we have reason to believe that someone other than the original purchaser is seeking to return an Eco Cup in return for payment. Eco Cups are only provided to and can be redeemed by, over 18s and proof of match attendance is required.

Smoking / e-cigarettes / Vaping

38. Please be advised that Twickenham Stadium is now a completely non-smoking Stadium. The smoking of cigarettes, e-cigarettes or vaporisers is not permitted anywhere within the green perimeter fence line of the stadium. Where there is the provision of a West Fan Village or where re-entry is allowed, smoking within the external areas of the fence line is permitted.

Assistance

39. Assistance dogs are permitted within the Ground.

40. Persons with visual impairments, who require audio commentary aids are required to notify the Stadium ticket office, where assistance will be provided.

Drones

41. No person is allowed to operate a drone or similar machine at, or above, the Ground without the prior written consent of the RFU.

Hospitality

42. The erection of any awning, gazebo or similar construction is not permitted in any Car Park, without the prior written consent of the RFU.
43. The provision of commercial hospitality products and/or services which have been sold to end users (as opposed to gifted for corporate entertainment purposes) are prohibited anywhere on the Ground, unless authorised in writing by the RFU.
44. Fuel generators of any variety, for hospitality use or otherwise, are prohibited on any part of the Grounds.
45. The construction or use of any type of fire, naked flame barbecue or liquefied petroleum gas device, for cooking or heating, is prohibited within the Ground. This does not include previously agreed commercial activity by the RFU, Twickenham Experience Limited or their 'agents'.